

CLASS TITLE:**MANAGER, STATE TRAFFIC
OPERATIONS CENTER
(DEPARTMENT OF TRANSPORTATION)****Class Code: 02772900****Pay Grade: 35A****EO: A****CLASS DEFINITION:**

GENERAL STATEMENT OF DUTIES: Within the Department of Transportation, to be responsible for the planning, organization, coordination, direction and evaluation of a comprehensive statewide traffic operations and maintenance program; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of a superior with wide latitude for the exercise of independent judgement and initiative; work is subject to review through submitted reports, as well as conferences, for compliance to departmental policies and objectives, laws, rules and regulations.

SUPERVISION EXERCISED: Plans, organizes, coordinates and evaluates the work activities of a subordinate professional and technical staff engaged in carrying out a statewide traffic operations programs.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Transportation, to be responsible for planning, organizing, coordinating, directing and evaluating a comprehensive statewide traffic operations and management program.

To be responsible for the overall operation, maintenance and functional integrity of a State Traffic Operations Center (TOC); to supervise subordinates responsible for day-to-day operation, maintenance, and systems integrity; to collect real-time traffic flow data and reacting with traffic flow and coordinate incident response policies; to conduct municipal and community relations and jointly establish emergency response operations strategy; to review and approve system modifications and database updating; to review and approve study requests by USFHWA and other legitimate researches; to provide information that federal and state authorities require to assess system performance; to respond to inquiries about TOC project activities; to monitor maintenance staff and contractors for preventive maintenance, malfunctions, diagnosing inconsistencies, monitoring hardware and software performance; to control expenditures in accordance with appropriations and grants; and to participate in various meetings: Incident Management Group, Transportation Advisory Committee, Technology Committee, Intelligent Transportation Systems, etc., as needed.

To develop traffic operations center systems policies and procedures, and implement such regulations, as necessary.

To analyze and evaluate state traffic operations programs and services as to the effectiveness and efficiency in attaining their objectives and to prepare future plans and budget allocations based on this analysis.

To make recommendations on program planning, budget requirements, and staffing needs and to implement such requirements upon approval.

To review existing laws, rules and regulations involving the center's programs and to make appropriate recommendations to a superior thereto.

To actively seek funding and explore alternative funding strategies, explore public/private sector partnership for operations, maintenance and program promotion.

To be responsible for establishing and maintaining an effective public and media-relations program designed to provide an understanding of the center's policies, functions and objectives of its various support and emergency response programs.

To be responsible for coordinating the maintenance of traffic center and field site locations with other transportation services in the department, as well as with those of other state agencies, municipal and private organizations.

As required, to assist in labor and personnel management activities.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS, AND CAPACITIES: A thorough knowledge of the principles, practices, standards and organization of highway operations and traffic management; a thorough knowledge of the principles, practices and methods of communications and public relations and the ability to apply such knowledge in the administration, operation and coordination of a statewide traffic management program; a thorough knowledge of the principles, methods, techniques and practices of transportation planning at the regional, state and local level; the ability to represent the program to elected officials, legislative committees and concerned organizations and individuals; a familiarity with transportation programs operated by federal and state government; the ability to represent the program to elected officials, legislative committees and concerned organizations and individuals; the ability to plan, develop and implement a communications plan; the ability to write and communicate effectively; the ability to interpret contract provisions and engineering plans and specifications; the ability to recommend changes and/or amendments to proposed plans, contracts and federal projects with engineers, contractors and federal, state and local representatives; the ability to make inspections and evaluations of programs and projects to ensure compliance with contracts, plans and specifications; the ability to evaluate programs and to make recommendations for improvement as well as the ability to develop new ones when necessary; the ability to plan, organize, direct, coordinate and evaluate the work of a subordinate professional, technical and clerical staff engaged in carrying out a statewide traffic management program; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with a Bachelor's Degree specialization in Public Administration, Transportation Planning, Physical Science or a related field; and

Experience: Such as may have been gained through: considerable employment in a highly dependable administrative position involving transportation program communications, incident management and/or traffic management.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: June 7, 1998

Editorial Review: 3/15/2003